

From: Jenifer Simpson  
To: Dana Jackson  
Date: 6/2/03 9:56AM  
Subject: RE: my CapTel experiences

CC 98-67  
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Federal Communications Commission  
Office of the Secretary

Hi Dana,

This comment from Rachel Dubin of Baltimore, MD. should probably go into the open TRS docket/NPRM, right?

Tom Chandler may already have received it. (?)

Thanks.

Jenifer

-----Original Message-----

Date: 05/14/2003 10:01 am -0400 (Wednesday)

From: rdubin

To: FCC FCCINFO

CC: Thomas Chandler

Subject: my CapTel experiences

The following are comments I recently submitted to Maryland Relay in support of the CapTel technology. I hope you will take them into account as you consider approving it for relay.

The CapTel has been nothing short of amazing for me. It has opened up a brand-new world for me, a world that was lost to me for 20 years, until I received a cochlear implant in 2001. With the CapTel and the cochlear implant, I have learned how to use the telephone again -- fulfilling a 20-year dream of mine. I have been able to call in prescription refills to my pharmacy's automated Rapid Refill system quickly, independently and easily; with the relay, I had to wait and wait for a human to come on line. Even then, I had to repeat my information to the person quite a few times, which resulted in much frustration and wasted time. But with the CapTel, it is so much easier!

The CapTel has also enabled me to have conversations with friends and family easily -- no more waiting for the "GA" signal, no more waiting for the operator to type what they're saying. Friends and family are much more comfortable with the CapTel, since conversation flows more naturally than with the relay. One even remarked, excitedly, that the CapTel was taking our relationship to a new level! Still another, a childhood friend I had not spoken with in 15 years and recently called on the CapTel, could not stop raving over how much smoother, faster, and easier our conversation was with the CapTel and over how I could finally hear her. I'm sure there have been lots of happy tears on the other end, as I call friends for the first time with the CapTel and as they realize I can actually, finally, hear them! Some of my friends even call me on a regular basis, which they would not have done pre-CapTel -- that's how comfortable they now are with talking on the phone with me. Sure takes the burden of keeping in touch off me, a burden I had borne for so many years with the relay. Also thanks to the CapTel, I can hear their tone of voice, which gives that human quality to the phone conversation that I had been missing with the relay. I have also been able to hear my mother say, "I love you" on the phone and respond appropriately, something I could not do before the CapTel came along. I have also been able to hear a close friend's soothing voice during a very difficult time in my life, and been able to say honestly to people, "It's good to hear your voice".

All of these experiences with the CapTel have made me feel more a part of the hearing world. This device has given me hope for the future, removed my fear of the telephone, brought me closer with loved ones, enabled me to call doctors' offices and receptionists and make appointments or seek information over the telephone more easily, quickly, and confidently--just like people with normal hearing.

Rachel Dubin  
Washington, DC/Baltimore, MD

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